

Is There a Better Way? Enhancing Processes & Services Accelerated Improvement & e-Transformation

**Wednesday, April 18, 2001
8:15 a.m. – 12 Noon
The Pyle Center**

AGENDA

Room 309

- 8:15 Opening Remarks - Chancellor John Wiley
- 8:30 Panel Discussion
- Boyd Rossing, Professor, Interdisciplinary Studies, School of Human Ecology
 - Bob Dye, Associate Dean, College of Engineering
 - Mark Walters, Assistant Director, Classified Personnel Office
 - Don Schutt, Moderator, Director, Office of Human Resource Development
- 9:15 Maury Cotter, Director, Office of Quality Improvement
John Peterson, Director, Production Services, Division of Information Technology (DoIT)
“Using Accelerated Improvement & Web Technology to Enhance Services”

Room 313

- 9:45 Poster Board Gallery (Over 20 Improvement projects on and off campus)
- 10:30 Tools and Methods – Break-out Sessions

Time	Room 309	Room 325	Room 326
10:30 - 10:55	Flowcharting <i>John Elliott, OQI</i>	Developing Graphics and Displays <i>Maria Castillo, OQI</i> <i>Kathy Luker, OQI</i> <i>Kristie Nielsen, OQI</i>	Improving Services and Process for your Customers <i>Paul Evans, Director, University Housing</i> <i>Steve Van Ess, Director, Student Financial Services</i>
11:00 - 11:25	On Great Service: Focus on the Customer <i>Kristine Hafner, Director, Business Initiatives, University of California, San Diego</i>	e-Business and Accelerated Improvement <i>George Pasdirtz, DoIT</i> <i>Rich Larson, DoIT</i>	Making Smart Decisions Quickly <i>Ann Zanzig, OQI</i>
11:30 - 12:00	Improving Services and Process for your Customers <i>Paul Evans, Director, University Housing</i> <i>Steve Van Ess, Director, Student Financial Services</i>	e-Business and Accelerated Improvement <i>George Pasdirtz, DoIT</i> <i>Rich Larson, DoIT</i>	Making Smart Decisions Quickly <i>Ann Zanzig, OQI</i>

12 Noon End

Noon – 12:30 OQI staff available to answer questions

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Contact	Improvement Project
Christa Bruhn	<i>School of Education Strategic Planning</i> School of Education Graphic representation of strategic planning process, including data and website.
Sue Kaletka	<i>Improving Patient Visit Coding in the Department of Family Medicine</i> Family Medicine, Medical School The Department of Family Medicine's Coding project is striving to improve the accuracy and knowledge of faculty, residents, and staff in the area of coding patient visits.
Jim Muehlenberg	<i>My UW-Madison Web Portal</i> DoIT, Division of Information Technology A Web portal service called "My UW-Madison" is giving the students a tailored view of instructional resources available to them, such as course materials, timetable information, and library access, as well as information about campus life and student finances. My UW-Madison web portal will be the "backbone" of web services for faculty, staff, students, alumni and visitors in the future.
Maj Fischer	<i>State-funded Grants for Study Abroad</i> International Studies and Programs The State of Wisconsin recently provided grant funds for students studying abroad through system schools; UW-Madison's portion of the funds are administered by International Academic Programs in cooperation with the Schools/Colleges and the Office of Student Financial Services.
Heidi	<i>Improving Volunteer Opportunities: Moving Online</i> Wisconsin Alumni Association A committee of alumni made several recommendations to improve volunteer opportunities, which lead to the development of a new online career service.
Ann Groves Lloyd aglloyd@facstaff.wisc.edu	<i>L & S / Human Ecology Career Services Strategic Planning</i> L & S / Human Ecology Career Services The Career Services office underwent a strategic planning process to determine long-range vision and annual goals.
Terri Mills	<i>Travel Training Web Tutorial</i> Business Services Administration / Accounting Accounting Services and the Office of Human Resource Development have collaborated in the design and creation of this website which will bring high quality travel expense training, policy education and handy travel resources to faculty, staff and students via their personal computer.
Nathan Maurer	<i>Discretionary Compensation Award Web Application</i> DoIT, Division of Information Technology The Discretionary Compensation Award (DCA) Web Application centralizes and streamlines the approval processing of monetary awards for broadbanded staff.
Eden Inoway-Ronnie inoway@bascom.wisc.edu	<i>Cluster Hiring Process</i> Office of the Provost The Cluster Hiring Process is a means of advancing interdisciplinary research by providing funds to hire faculty in clusters around new areas of knowledge that cross traditional disciplines. Process was improved and utilizes an electronic application process.

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<p>Kathy Luker luker@bascom.wisc.edu</p>	<p><i>UW-Madison Query Library</i> Office of Quality Improvement UW-Madison's web-based Query Library (http://substitute.doit.wisc.edu/querylib/query.cfm) enables campus staff to easily access information, on their own schedules, without having to write queries. The Library, built on top of the University's data warehouse, contains end-user written and tested queries that broadly meet campus information needs around important business processes.</p>
<p>Rich Larson Rich.larson@doit.wisc.edu</p>	<p><i>Campus-wide Cash Handling Improvement</i> Accounting Services The Campus-wide Cash Handling Improvement project seeks to reduce fraud and improve efficiency in handling receipts. This effort uses a project web site to organize documents and make them easily accessible.</p>
<p>Laura Giles</p>	<p><i>House Fellow Recruitment/Selection</i> University Housing House Fellow Recruitment/Selection provides an outline of various marketing strategies and selection process used for student staff recruitment in 2000-2001.</p>
<p>Guy Peyrot</p>	<p><i>Physicians Assistant Training Program</i> DoIT, Division of Information Technology The WISPAAR system provides features for logging student patient encounters, providing online tests, and generating and administering end of rotation exams.</p>
<p>Nancy Powell</p>	<p><i>Project Management: A New Perspective</i> Wisconsin Alumni Association Wisconsin Alumni Association's traffic system provides better in-house communication and ease of production with information at your fingertips</p>
	<p><i>Student Quality Society (SQS) – Bringing Quality to Student Life</i> Industrial Engineering The Student Quality Society (SQS) motivates students into building a continuum of quality practices that will enhance society, and improve our future.</p>
<p>Vicki Hill</p>	<p><i>Improving Functional Outcomes in Neurology and Amputee Patients</i> Rehabilitation Services, UW Hospital Using quality improvement techniques, the UWHC Rehabilitation Services were able to improve identification of cognitive impairments and coding in specific patient populations.</p>
<p>Peter Hoonakker</p>	<p><i>Process Mapping: The Partnership between CQPI at UW-Madison and Don Simon Homes</i> Center for Quality and Productivity Improvement (CQPI), College of Engineering The proposed project to the UW Student Team is for the completion of a schematic overview of the Don Simon Home (macro) product delivery process as it impacts the customer. The main objective of this partnership is for Don Simon Homes to gain a better understanding of their overall macro process in order for them to more fully explore further strategies for process improvement in the future. The student team has been given the challenge of determining this overall macro process.</p>
<p>Mark Walters</p>	<p><i>Reclassification Improvement Project</i> Office of Human Resources The Modified Reclassification Process reduces the amount of time it takes to make a reclass decision.</p>

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<p>Ann Groves Lloyd aglloyd@facstaff.wisc.edu</p>	<p><i>L & S Student Academic Affairs Committee Review & Restructuring</i> L & S Student Academic Affairs The L & S Student Academic Affairs committee Structure needed review and adjustment to more accurately reflect our new organizational structure.</p>
	<p><i>Medication Ordering</i> Quality Improvement, UW Hospital A new process of inpatient medication ordering which improves medication safety and reduces medication order processing time.</p>
<p>Dennis Manthey</p>	<p><i>College of Engineering Financial Processes</i> College of Engineering Dean's Office The Engineering Dean's Office wanted to create visual web site resources to standardize and facilitate processing routine transactions, to assist new employees, and to upgrade knowledge, expectations, and goals of current support staff.</p>
<p>Kristie Nielson nielson@bascom.wisc.edu</p>	<p><i>Improving Client Services Using a Functional Website Design</i> Office of Quality Improvement How to take advantage of technology to share information and use of continuous redesign strategies to make the OQI office website more user friendly.</p>
<p>Sue Riseling (?)</p>	<p><i>UW Police Annual Report</i> UW Police The UW Police Annual Report: Examining a mature improvement process shaped by the use of electronic technology.</p>
<p>Boyd Rossing Boyd E ROSSING@mail.gwmadison.wisc.edu</p>	<p><i>Renewing Shared Governance in the School of Human Ecology</i> School Of Human Ecology A faculty team facilitated review and adoption of a new governance structure for the school.</p>
<p>Maury Cotter cotter@bascom.wisc.edu</p>	<p><i>UW-Madison Campus Strategic Plan</i> Office of Quality Improvement UW-Madison is in the process of refining its strategic plan. Draft action plans are now open on the web for public comment. Learn how to view the drafts and comment.</p>